

Re: March 23rd Commission Meeting, *Advanced Methods to Target and Eliminate Unlawful Robocalls*, CG Docket No. 17-59

Received & Inspected

March 1, 2018

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To the Commissioners of the FCC

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FCC Mailroom

I would like to express my support of your efforts and those of all telecommunications carriers to block illegal and unwanted robocalls.

My wife and I personally receive many of these phone calls every week. These are from "Your credit card company" or "A resort you stayed at recently" just to name a few. Then after a "short" announcement, you have the choice to "press 1 to speak to someone now or 2 to stop receiving calls". I've tried to press 1 and extract from the agent where they are really calling from without success. They are well trained at being evasive. I know that pressing 2 will just confirm for them that a live person answered and will lead to an increased call volume.

Although these calls "originate" from any NANP NPA/NXX as well as an occasional international number, a significant number of these calls appear to originate from the same NPA/NXX as our mobile phones, likely in an effort to make us think it's a neighbor or someone else we know (although my wife and I are the only two people I know with my NPA/NXX). Yesterday I received a call from someone in my same NPA/NXX that claimed I had called him, which I had not. My assumption is that someone spoofed my phone number when robocalling him. Then today I received an incoming phone call from my own number! Just this week I've received calls from 847-845-4389, 847-845-8904 and 847-845-7543 as well as my own 847-845-#### number.

It would be great if our telecommunications companies could determine on any particular call if the ANI is legitimate and block those calls within the network. I am skeptical though that the proposed "Do Not Originate" list will be enough help. While it's a step in the right direction to protect consumers from spoofed government agency or business numbers, it is not going to stop all the calls that I'm receiving, from likely legitimate numbers in my own NPA/NXX, that are obviously spoofed.

These scammers are not obeying the existing do-not-call laws with impunity because there is no reasonable way to report the call and trace it to its origination. I think being able to trace history of these calls from origin to termination is going to be critical to solve this issue.

Might you consider fines for the originating carriers of these calls? Every spoofed phone call originates with some carrier. Carriers should easily be able to monitor calls coming in from their customers and if the customer is passing unexpected ANI on any given call then it should be blocked at the source. Much better than trying to block the call in the network or at the

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destination. Carriers that did not implement a source blocking scheme should be fined for all calls that originate from their network. This would require a method to actually report fraudulent calls, since the caller ID that is displayed is spoofed. What about extending the existing *51 "Who Called Me" or *57 "Call Trace" vertical service codes or creating another service code for reporting unwanted robocalls. Each month the reports could be consolidated to determine sources and counts of these calls. An appropriate fine would need to be determined for the offending originating carriers.

I have personally solved this problem with my primary home telephone number by utilizing Google Voice and implementing a "white list" phone numbers that I will accept calls from (friends, family, doctors, business I frequent, etc) and a "black list" of calls that I know I do not want to take calls from. Any calls from unknown numbers must announce themselves and I have a chance to accept or reject the call. Although this technology works for me it's probably not for everyone as there is some significant complexity in setting this up. Maybe there is some method that carriers can implement that works with your contacts in your mobile phone to allow calls from your contacts while sending others directly to voicemail.

Whatever your ultimate "solution" to this problem, remember that the only way scammers can make money is to try to stay one step ahead of you so you need to think one step ahead of them.

Thank you for your consideration and good luck on solving this growing problem.

Sincerely,

A handwritten signature in black ink, appearing to read "William M. Schalk". The signature is fluid and cursive, with the first name "William" being the most prominent part.

William Schalk
1234 McGirr Rd
Dixon, IL 61021